

Your water CONNECTION

Tips for Navigating Customer Service

Tucson Water's customer service telephone lines (520) 791-3242 and (800) 598-9449 – continue to have a high call volume. This is especially evident on Mondays and Tuesdays and on the days following a recognized City holiday.

Despite additional phone lines and staff, Tucson Water realizes that customers may feel inconvenienced when they cannot quickly reach a representative by telephone. Here are some tips for navigating Tucson Water customer service:

Customers with internet and e-mail have options to create and manage online utility accounts, as well as contact Tucson Water with requests or questions. This includes customers who would like to make payment arrangements after receiving a recorded phone message from Tucson Water regarding a past due payment on a utility services account.

Tucson Water's website at tucsonaz.gov/water/customer_svcs has information, forms, and links for a variety of services: starting or stopping service, scheduling a home water audit, finding locations to pay in person, printing or downloading billing forms, and much more. Most web pages also have a link to send Tucson Water an e-mail.

Customers who prefer to pay their utility services statement by telephone can call (520) 791-3242 after hours and on weekends in order to avoid possibly waiting on hold.

Thanks for your understanding as we continue to address customer service challenges, balancing efficiency, costs and responsive service.

New Year Brings Changes

In the coming months you'll see **"Your Water Connection"** monthly newsletter changing:

- There will be a new name on the front: **"Water Matters"**. This simple change reflects the importance that water plays in our everyday lives, and our desire to keep you informed on the important issues related to meeting our community water needs.
- A fresher design that makes for easier reading, and use of graphics to convey more information.
- The Water Quality Report will appear once a quarter in **"Water Matters"**. Monthly report information will still be available online at tucsonaz.gov/water. We'll also be adding water quality information online for 11 isolated water systems.
- You'll find more consumer information related to water quality, and how to use water more efficiently.
- We'll focus more on the resources and investments it takes to ensure a reliable water supply and distribution system.

A new calendar year also means an increased focus on keeping pipes, valves, booster stations and other water distribution system features in top working order, plus more information on how we are planning for a water future that's 40 to 50 years out. This issue highlights the work around upgrading the acoustic fiber optic system which is used to monitor some of our larger pipelines.



Alan Forrest,
Director
Tucson Water



PIMA COUNTY

Identifying Sources of Odors in Your Home

If there are bad odors in your home, there are several potential odor sources you may want to investigate:

Sewer gases entering your home through pipes located under the sink and floor. These pipes usually have a “U” shaped segment, known as the P-Trap. The P-Trap design keeps water in the pipe, blocking sewer gases from rising up through the drainpipes into the home. If water in the P-Trap dries up, sewer gases can escape. Solution: Once a week, run water in plumbing fixtures that are used infrequently – a guest bathroom, a utility sink in a garage, etc. – to ensure water will remain in the pipe and prevent odors from entering your home.

Sewer vent pipes located on your roof can be another source of indoor odors. If these pipes become clogged, trapped odors can back up and escape into the home. If a sewer vent pipe is lower than or at the same level as an evaporative cooler, sewer odors which typically vent into the atmosphere can be sucked back into your home through the cooling system.

Persistent odors also can be the result of leaking pipes or leaking wax seals on toilets, as well as other leaks in the home plumbing system. A plumber can help identify these types of home sewer odors and make necessary repairs.

Another possibility is a natural gas leak. If you smell an odor similar to rotten eggs, see discolored vegetation around a pipeline, hear noises coming from the ground or an above-ground pipeline, a natural gas leak is possible. Leave the area immediately and call 911, if you suspect a natural gas leak.

Your utilities services statement includes fees for your water, wastewater, and environmental services.

The Pima County Regional Wastewater Reclamation Department (PCRWRD) – For more information about the regional wastewater system, call (520) 724-6500 or visit <http://www.pima.gov/www>.

CITY OF TUCSON

Resolve in 2014 to

Help Keep Tucson Clean

Tucson is a great place to live: our desert environment is beautiful and we enjoy a great quality of life. Keeping the environment and our community clean are essential to this way of life. Environmental Services (ES) has three ways that will allow you to get involved cleaning up our community or just your part of it.



Brush & Bulky Collection. Tucson residents receive brush and bulky collection twice each year. You can clean up your yard, your shed or garage and ES will

pick up 10 cubic yards of materials. More information and a look-up tool for your 2014 schedule are available at www.tucsonaz.gov/esd.

Help by volunteering with Tucson Clean & Beautiful at Beat Back Buffelgrass Day on Saturday, January 25, 2014.

Buffelgrass is an invasive weed that spreads rapidly and is a fire hazard. As buffelgrass colonizes more areas, native plants and animals are displaced and the threat of fire increases. Sign up at www.buffelgrass.org to help on January 25th at sites around the Tucson Basin plus volunteer for other activities.



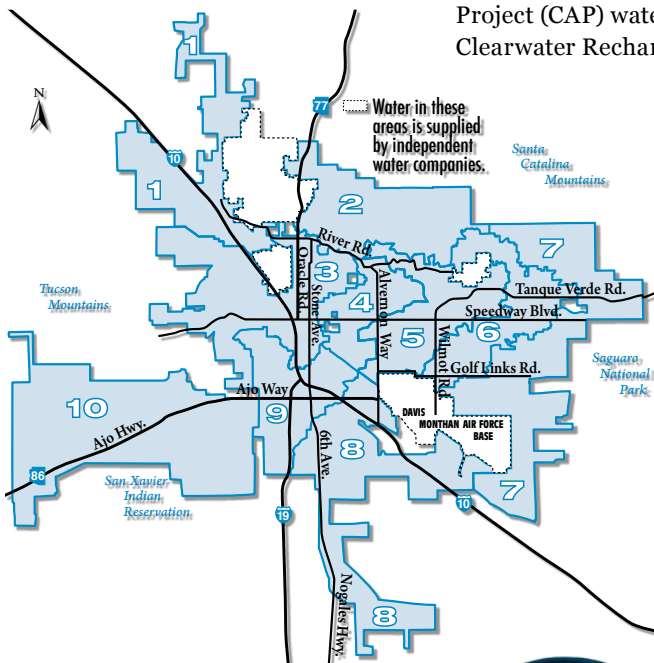
Neighborhood Clean Up Program. If you belong to a neighborhood association, homeowners' association, or an enthusiastic group of 10 neighbors, ES will help you with a clean-up event by providing roll-off containers and hauling them off at no charge.

Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water quality report

November 2013

More than 20,000 individual water quality tests are performed annually on the drinking water derived from two sources: 1) groundwater and 2) the blend of recharged Central Arizona Project (CAP) water and groundwater from the Clearwater Recharge and Recovery Facility.



Groundwater Source Report – About 95% of the water we deliver comes from renewable water supplies. These test results reflect the main distribution system, divided into 10 zones:

test results

*mg/L means milligrams per liter
1 mg/L = 1 teaspoon in 1,302 gallons
SP = Sample Points

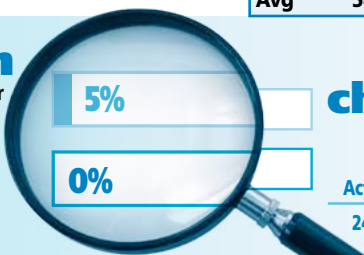
Zones	Sodium (mg/L)* 84 SP	Mineral Content (mg/L)* 247 SP	Hardness (mg/L)* 84 SP	pH Level (S.U.) 247 SP	Temperature (deg°F) 247 SP
1	54	438	225	7.8	77
2	58	466	215	7.9	77
3	51	389	180	7.8	78
4	56	418	204	7.9	77
5	59	428	212	7.9	78
6	58	437	218	7.9	77
7	46	370	179	7.9	78
8	49	380	197	7.7	79
9	54	414	190	7.8	78
10	51	356	138	7.9	78
Avg	54	411	196	7.9	78

The U.S. Environmental Protection Agency (EPA) has primary standards for levels of coliform bacteria and the disinfectant chlorine.

coliform

EPA standards for positive samples

Positive results
247 samples



chlorine

EPA Standard
Max. 4.0 mg/L

Tucson Water
target
average
0.8 to 1.2
mg/L

Actual Average
247 samples 0.9 mg/L

Clearwater Report – More than 50% of our total water supply is a blend of recharged CAP water and native groundwater from Clearwater. Using this recovered blended water means that we reduce groundwater pumping.

Sodium	64 mg/L	(Oct. 18 – Nov. 20, 2013 avg.)
Mineral Content	500.4 mg/L	(Oct. 18 – Nov. 20, 2013 avg.)
Hardness	239 mg/L	(Oct. 18 – Nov. 20, 2013 avg.)
pH	7.8 S.U.	(Oct. 18 – Nov. 20, 2013 avg.)
Coliform Bacteria	Negative	(Nov. 21, 2013)
Chlorine Level	1.02 mg/L	(Oct. 18 – Nov. 20, 2013 avg.)
Temperature	80.6 °F	(Oct. 18 – Nov. 20, 2013 avg.)

To obtain water quality information, go to **tucsonaz.gov/water** and click on the Water Quality tab for maps, reports, and more. Call (520) 791-4331 to schedule speakers, ask for an Annual Water Quality Report, or to request brochures.

Upgrades Makes Smart Pipeline Smarter

Tucson Water's large diameter pipelines – 48", 54", 66", 78", 84", and 96" – are the backbone of the water system, delivering water to more than 700,000 customers. Acoustic fiber optics (AFO) inside these large pipelines allow Tucson Water to literally listen, locate and repair breaks. That means staff can prevent catastrophic pipeline failure, water loss and service disruption. This month Tucson Water employees start a major project to upgrade AFO inside large diameter transmission lines on 3rd Avenue and on Greasewood Road.

1 Preparation

- Isolate large pipe from rest of water transmission and delivery system
- Drain water using gravity
- Remove large fittings/flange for worker access
- Remove remaining water using portable pumps



2 Ensure Safety

- Post attendants at entry points
- Set up air quality monitoring units inside pipe
- Review confined space safety guidelines
- Set up worker entry/exit points

3 Upgrade Pipe

- Pull out old 'first-generation' AFO and hardware from pipe
- Install new AFO and new hardware
- Re-install pipe flanges/fittings

4 Back in Service

- Fill up upgraded pipeline section
- Open valves and return pipe to service



Project Numbers

\$502,000 for this AFO upgrade

6 miles of pipeline improved

12 Tucson Water employees involved

January 6 project start date

Mid-March target project end date

SCAN



CLICK



tucsonaz.gov/
water

WATCH



youtube.com/
tucsonwater

ESPAÑOL



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CALL



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